



VOLUNTEER POSITION DESCRIPTION

PROGRAM: Community Care Services - Crossroads
POSITION REPORTS TO: Clinical Case Manager
DESCRIPTION DONE BY: Program Director

Position Title: Community Care Services - Crossroads Volunteer Visiting Resource

QUALIFICATIONS (Education and Experience)

- Excellent communication skills.
- Driver's license & proof of insurance.
- Familiarity with adolescent population.
- Clear CORI & Backgrounds Records Check (BRC).
- Ability to promote a caring & respectful attitude toward service recipients, staff and other volunteers & interns, respecting privacy & confidentiality.

Community Care Services seeks to find qualified volunteers for available opportunities. The agency does not discriminate with regard to gender, marital status, pregnancy, sex, color, race, age, national origin, ancestry, religion, or creed, physical or mental disability, sexual orientation, gender identity/expression, genetics, military or Veteran's status, political beliefs or other protected status.

PRINCIPLE ACCOUNTABILITIES

General Duties and Responsibilities:

- Dress appropriately and be punctual.
- Notify your supervisor if you are unable to keep your schedule.
- Reinforce the program rules and expectations by modeling positive social interactions and reactions.

- Sensitivity to service recipients' ethnic, cultural and economic backgrounds, as well as physical or mental challenges.
- Follow the agency's Confidentiality Policy.
- Report any changes in service recipient's physical or emotional health
- Report any suspicions of child abuse or neglect; report & document unusual incidents.
- Understand and utilize universal precautions.
- Keep a record of your service hours on the posted form at the program.

OTHER RELATED RESPONSIBILITIES

All volunteers complete an intake and orientation that includes the opportunity to interview other volunteers, Criminal Offender Record Information (CORI) clearance, reference check, Occupational Safety and Health Administration (OSHA) training, information on Community Care Services' mission, as well as the program's place in that mission, including its philosophy, goals and general policies. We will arrange for all of these requirements.

The OSHA training is repeated annually.

Volunteers are encouraged to attend additional training, including First Aid and CPR. This training is our gift to you.

WORKING CONDITIONS

Spending time with service recipients in the milieu at Crossroads and in the community.

OTHER: Crossroads, a program of Community Care Services, is a behavioral treatment residential facility for adolescent males ages 13-18. The residents are referred by the Department of Children and Family; and generally exhibit behaviors such as acting out physically, sexually, and verbally. Other issues may include: substance abuse, educational difficulty and involvement with the legal system. The program's goal is to assist the adolescent in his efforts to live more responsibly, as well as to give him the necessary skills to reintegrate into the community, whether it is to a more independent living situation, foster care or returning to their family. Services include case management, behavioral treatment, psychotherapy, psychopharmacology and aftercare.

AGENCY SUMMARY:

Community Care Services is a non-profit 501(c)(3) human services agency. Our mission is to maximize the potential inherent in individuals, families and communities. The agency offers over 30 diverse programs throughout Southeastern Massachusetts, parts of Rhode Island and Connecticut,

serving over 8,000 individuals each year.

We have over 400 employees and 250 volunteers, including interns. The agency provides a variety of volunteer opportunities, based on your interests and skills.

Please visit our website at www.communitycareservices.org. On the "Home" page, type **volunteer** in the search bar. This will link you to the agency's Volunteer & Intern website for additional information and application paperwork.

Because you have chosen to volunteer at one of Community Care Services' programs, we recognize that you are a generous and caring person. We appreciate your contributions; and our staff is committed to providing excellent supervision and support for you. We sincerely feel that volunteers are members of our team; and we hope that you feel as we do.

Contact(s):

Robert Tracy, Program Director P- (508) 822-2345; x13
rtracy@communitycareservices.org

Cheryl Perkins, Clinical Case Manager P- (508) 822-2345; x15
cperkins@communitycareservices.org

Community Care Services - Crossroads
30 Luscomb Road; Taunton, MA 02780
P- (508) 822-2345 F- (508) 822-5363